

#### **SUMMER CAMP REGISTRATION OVERVIEW**

It is camp registration time! While you may be excited for the sunny days ahead, you may feel a little apprehensive about the summer camp registration process. Take a deep breath – we've got you covered! We have developed a detailed step-by-step registration guide for 2023.

This guide includes information on Registration Dates and Eligibility, Registration Procedures (how to create an account, and confirm your online account is set up and login in information is up to date), Tips for Registering (technology use suggestions, what time to log on, what not to click), and Step by Step screen shots of the Registration Webpage and process (details on where information is located, explanations of buttons and terms, payments). Make sure to read and review this information prior to registration morning, to ensure your household is fully prepared.

#### **SUMMER CAMP REGISTRATION DATES**

- Tuesday, March 28 @ 6:00AM (Priority Registration All 8 weeks)
  Camp Kaltenbach, Wyandot Camp and Extended Weeks online registration for Dublin and Dublin City School District Residents
- Thursday, March 30 @ 6:00AM (Weekly Registration)
  My First Camp, Playground Adventure, Camp Kaltenbach, Wyandot Camp, and Teen Camps online registration for Dublin and Dublin City School District Residents
- Wednesday, April 5 @ 8:00AM (Weekly Registration)
  My First Camp, Playground Adventure, Camp Kaltenbach, Wyandot Camp, and Teen Camps online registration for Dublin residents, Dublin City School District, and Non-Residents

#### **REGISTRATION PROCEDURES**

- 1. Registration for our camps is done online through our <u>registration website</u> (no in person registrations are permitted).
  - a. **Current Customers**: If you are a current or past member or have taken DCRC classes in the past 4 years, you are in our database and can register online.
  - b. New Customers: You're just a few steps away from online registration. Create your account using the link above. All new accounts are set up as non-resident by default, but are active immediately. Once you've created your account, proof of residency is needed to make any changes to your residency status. Snap a photo of your driver's license as proof of identification and upload it under My Account, Upload ID/Proof of Residency. If your license does not have your current address listed, you will also need to upload a utility bill as proof of residency. Staff will review and approve any residency changes to your household within 1-2 business days. You can also change your residency in person by stopping by the Recreation Center with these items during operating hours. Once an account is created, a user name and password will be generated that will allow you access to our registration website.
- 2. Contact a Preschool, Youth & Teen Programming Team member at 614.410.4550 with any questions or concerns about camp.



- 3. Mark down registration dates on your calendar (see above) and set alarm updates so you do not miss out.
- 4. Make sure your household account is active and working properly at least two days before registration begins. We recommend you <u>DO NOT</u> attempt to register from your cell phone or tablet. Make sure to log on to your account at our <u>registration website</u> from the device you will use to register, prior to registration. Log on and change password one week prior to your registration date.
- 5. Double check the information in your online household account is accurate and up to date. This includes email addresses, home address, and current phone numbers. Contact the front desk at 614.410.4550 if you have any issues.

#### TIPS FOR REGISTERING

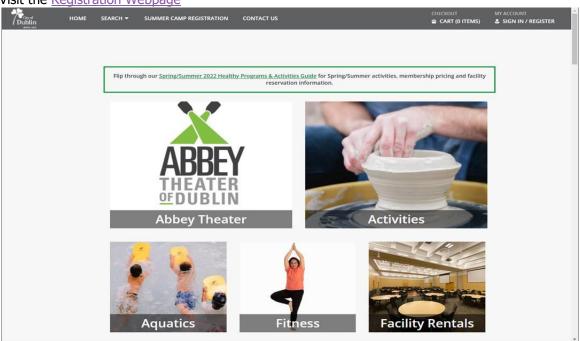
- 1. If you plan to enroll your child with friends, make sure you have the conversation with the families PRIOR to registration especially if you are enrolling during the Priority Registration period. We are **UNABLE** to transfer participants once Priority Registration is complete (this policy is not negotiable). It also is recommended to have a Plan B in case your child's camp location is not available when you attempt to register.
- 2. To increase the probability of securing a spot at one of our camps, patrons are encouraged to log into their accounts the morning of the first day of registration. To ensure you are not locked out of our system, make sure to log on to your account **no sooner than** 5:55 a.m. on the day of registration. If you log on prior to this time, you risk being inactive and the computer will time you out. This is referred to as "web whacking" and if it occurs it may take you several minutes to log back in (the computer resets itself we cannot do anything from our end).
- 3. At 6 a.m. you should see the activity numbers go live and show as **AVAILABLE**. If they show as UNAVAILABLE please **first** try refreshing your browser DO NOT CLICK THE RIGHT CORNER X OR LOG OUT. The control function+F5 will refresh your screen, or select the refresh button typically at the top left side of your computer screen. If after trying this the numbers are still unavailable, give us a call and we can try to assist you.
- 4. Keep in mind that placing the camp activity numbers in to your cyber cart **DOES NOT GUARANTEE** registration. You must proceed through to the payment screen and review your receipt for confirmation. DO NOT sit on the payment screen longer than 10 minutes; the payment program will not process your registration after this length of time.
- 5. Families attempting to add Extended Weeks Camp must **FIRST** enter the camp registration weeks to their cart, and then enter the appropriate Extended Week information. Due to online registrations, the only way to guarantee your child is enrolled is to view your receipt and payment information at the end of your transaction. If a wait list message pops up during your registration process for Extended Weeks, we recommend you click yes to be added to the wait list. You should not be charged for wait list registration. If/when a spot opens, we will contact you to see if you are still interested in enrolling.



- 6. Once you are logged in to your account online, we STRONGLY RECOMMEND that you DO NOT CLICK THE RIGHT CORNER X at any time. Doing so locks your account from our end, as well as from your end, and nothing can be done until the system resets (which can take several minutes).
- 7. Remain calm! We provide this information for planning purposes, not to cause undue panic. The Preschool, Youth & Teen Programming Team will be in the office and ready to assist you on each of the registration mornings, should you need further assistance.

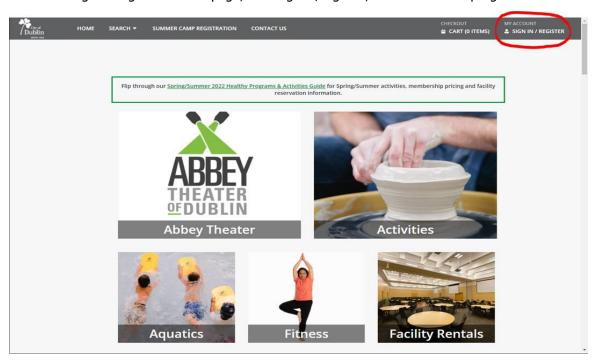
### **SUMMER CAMP REGISTRATION WEBPAGE & PROCESS**

**Step One:** Visit the <u>Registration Webpage</u>

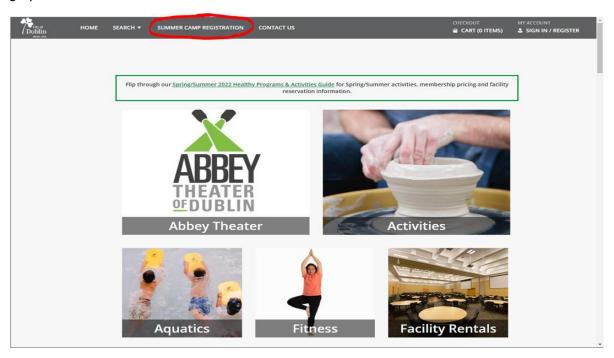




**Step Two:** Once viewing the registration webpage, click sign in/register, located at the top right hand side of the page.

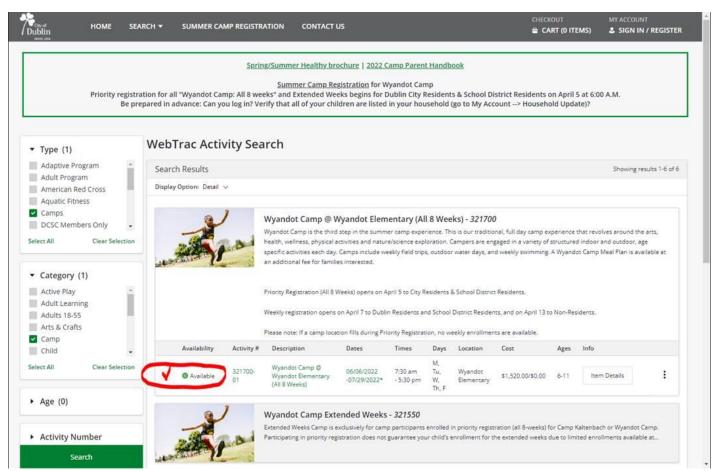


**Step Three:** Once Logged in to your Household Account, click Summer Camp Registration, located at the top of the page within the gray banner.



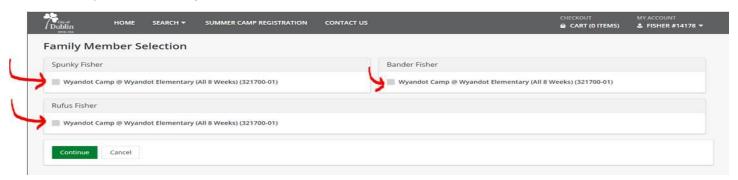


**Step Four:** Once viewing the Summer Camp Registration Page, click on the summer camp option you wish to enroll your child. \* *The summer camp options will show as* **UNAVAILABLE** and that status will not change until the date/time of the camps registration period.



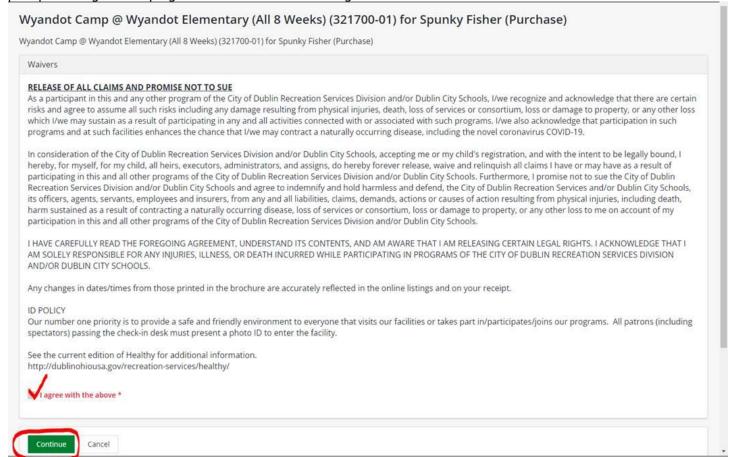


**Step Five:** Once the summer camp option becomes available, (GREEN AVAILABLE symbol will appear), click the GREEN + symbol to add the camp to your cart. Once you have clicked the + button, the screen will refresh and you will then be prompted to select the member of your Household, you wish to register. Here you can click all members of your household eligible to register for the camp – For Example: If you have 2 children, and are registering for Wyandot Camp, you can click both children at this time. \*NOTE: This screen shot shows an example household and program registration. It is not a camp available for registration.





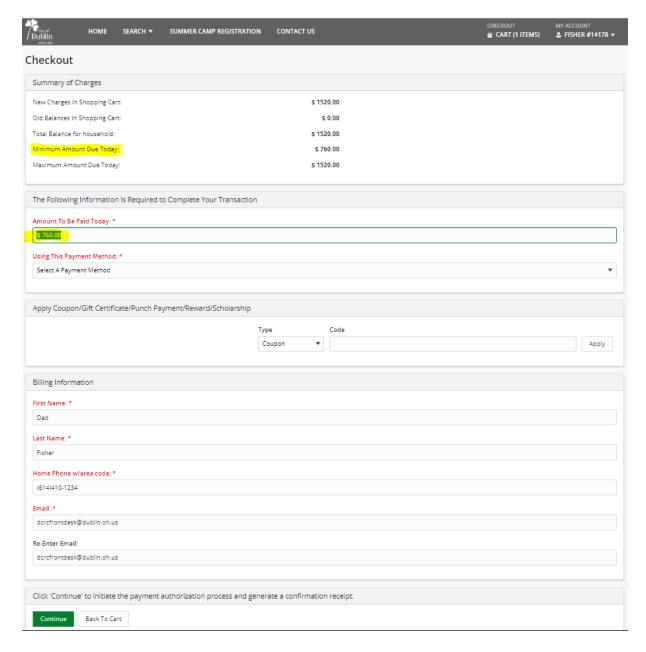
**Step Six:** After selecting the member of your Household, click continue. The page will refresh and you will then be prompted to agree to a program waiver. Check mark "I agree with the above\*" statement and click continue.



**Step Seven:** The webpage will now take you to the payment screen. If you are done shopping and wish to pay now, you will need to fill out the required items in red: Payment Method, First Name, Last Name, Home Phone, Email. Once you have filled out the information on this page, click continue and a receipt will generate to confirm your transaction.

If you are registering for more camp options (i.e. Extended Weeks, Camp Lunch), you will click the Summer Camp Registration Button in the green banner at the top of the screen, to return to view camp options. Continue the process again, until you have all desired items in the cart.





The Preschool, Youth & Teen Programs Team will be in the office on registration mornings if you need assistance. Keep in mind that there may be delays in answering your calls. If we are not answering, it is due to a high volume of calls, resulting in longer response times — so thank you in advance for your patience. You may choose to leave a message, but we are unable to guarantee any camp registrations if you need to talk with us directly, due to online registration being open (no in person or phone registrations are permitted). We will do our best to answer and return all inquiries with efficiency and in the order in which they are received.